USER'S GUIDE

Phoenix



cME® Platform™ 2004 SP1



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Contacting Us

Corporate Address:

Phoenix Technologies, Ltd.
915 Murphy Ranch Road
Milpitas, California 95035
USA

Web site: www.phoenix.com
Technical Support: http://support.phoenix.com

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Contents

1 Overviews

This guide is for end users who intend to use the applications and system utilities installed from the *Phoenix cME Platform 2004* CD SP1.

This chapter provides basic information about the Phoenix Technologies Ltd. Core Managed Environment (cME®) and the *Phoenix cME Platform 2004* CD.

cME Overview

What is the cME?

The Phoenix Core Managed Environment (cME) is a standards-based set of enabling technologies and applications built into the foundation of PCs and other digital products. Residing both within the system firmware and within a protected area of the hard drive, the cME technologies and applications are always available and always tamper-resistant because they do not depend on the operating system or user action.

In the PC and server environments, cME enables the creation and management of a tamper-resistant cME hidden partition on the hard drive, where cME certified applications reside. cME provides the most secure computing environment on the market, and enables third-party developers to write their own applications for storage in this tamper-resistant area.

How is the cME installed?

Normally, computer manufacturers install the cME. If you are installing cME yourself, install your operating system **before** you install *Phoenix cME Platform*. cME is installed by using the *Phoenix cME Installer* located on the *Phoenix cME Platform* CD.

NOTE

If you install any operating system on a system that already has cME, you must **reinstall** the cME after your OS installation is complete.

How is the cME Activated?

The Phoenix Activation Wizard is used to activate the Phoenix cME software. If you have an evaluation version, you must upgrade it to full version to activate the software.

To upgrade from your evaluation to a full version, select the **Upgrade** icon from the **Start** menu. The Phoenix Activation Wizard Welcome screen displays.

Enter the **25-character string** provided to you when you purchase a full version. Click **Process**. This converts your evaluation version to a full version. Full versions must be activated before you can use them.

After you make an upgrade, you can activate using one of the two activation methods:

Automated Activation

This automatically activates over the internet and takes approximately 15 seconds.

Manual Activation

Manual activation requires that you go to a Web page and enter a 25-character license key. The Web page returns a 25-character code, which activates the software. Enter the license key and click **Next** to activate.

Phoenix cME Platform 2004 Overview

What is the cME Platform?

Phoenix cME Platform 2004 is a Phoenix Technologies Ltd software bundle that contains executable files for installing the cME hidden partition and cME applications.

What are the requirements for the cME Platform?

- Windows XP (Service Pack 1 or newer) or Windows 2000 (Service Pack 3 or newer)
- At least 2 MB video memory
- *Phoenix cME Platform 2004* CD

What is on the cME Platform CD?

The *Phoenix cME Platform* CD contains all the files you need for creating and accessing the cME hidden partition, and for installing and accessing cME applications and system utilities.

The *Phoenix cME Platform* CD contains the following:

Component	Description
Phoenix cME Installer 2004	Initializes the cME Disk drives and installs all of the cME applications and tools.
Phoenix cME Guardian 2004	Monitors and repairs the cME hidden partition and related

Component	Description
	applications.
Phoenix cME Console 2004	Provides an interface to the cME applications and third-party applications. Includes System Check functionality.
Phoenix cME Console Launcher 2004	Launches Phoenix cME Console from a Windows desktop icon.
Phoenix cME Disk	Enables you to choose between booting to your operating system and launching the Phoenix cME Console .
Phoenix cME Rescue Disk	Enables you to create a bootable rescue disk for accessing the cME if the cME Disk or MBR fail.
Phoenix Drivers	cME Access and hidden partition drivers.

2 Phoenix cME Installer 2004

What is the cME Installer?

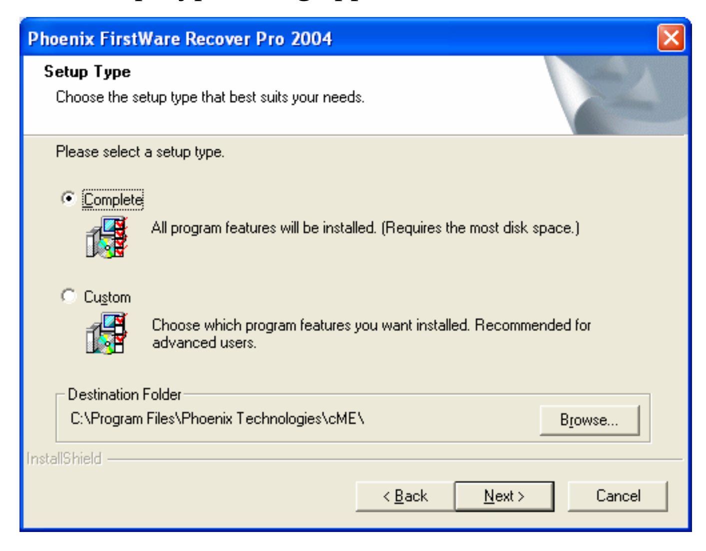
The Phoenix cME Installer 2004 is used to install the cME hidden partition and related cME and FirstWare applications.

Launching the cME Installer

To launch the cME Installer and install the Phoenix cME Platform products, follow these steps:

1. Insert the Phoenix cME installation CD into your CD drive. The installation program will start automatically. The **Welcome** screen appears.
2. Click **Next** to continue the installation.
3. Review the licensing agreement, select *I accept the agreement* radio button and click **Next**.

   The Setup Type dialog appears.



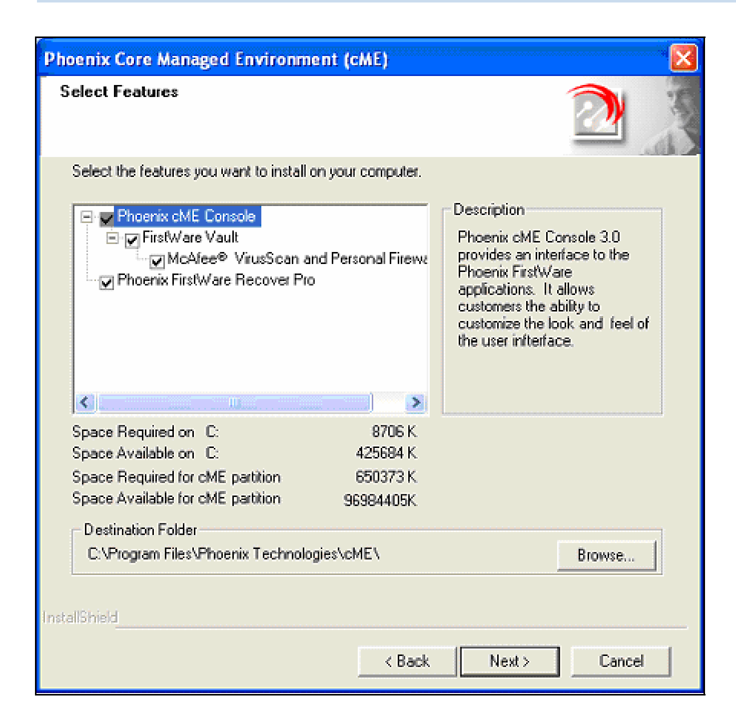
4. Perform the following actions:
   a. Select **Complete** or **Custom** setup type

   If you select **Complete**, the program will install all features.

If you select **Custom** and click **Next**, the installer will open a dialog that would allow you to select custom features. Select the program features that you wish to install and click **Next**.

NOTE

Specific versions of the product may not support all the features documented in this manual.



IMPORTANT!

Select ALL of the program features that you are licensed to install. You cannot add products or components after this installation process is complete. If you do not install a product now, you will not be able to install it later.

NOTE

The installer uses `c:\Program Files\Phoenix Technologies\cME\` as the default destination folder to install the program features. If you wish to install the product features in a different folder, click **Browse** and select another destination folder.

b. Click **Next**.

The dialog to allocate disk space appears.

5. Enter the disk space that is required for a complete backup and a quick backup and click **Next**.

Field	Description
Complete Backup Size	The amount of hard disk space needed to store a snapshot of the entire hard drive at a specified point in time. See the Phoenix cME Recover Pro User's Guide for more information.
Quick Backup Size	The amount of hard disk space needed to store snapshots of changes in the hard drive from one point in time to another point in time. See the Phoenix cME Recover Pro Technical Reference for more information.

A screen prompting that the system must be rebooted appears.

6. Close all open applications, save all open documents, and click **OK**.

After the system reboots, the installer loads the console PSA. This will take a few minutes.

When the installation is complete, the *InstallShield Wizard Complete* screen appears.

7. Select the *Yes, I want to restart my computer now* radio button to immediately restart the computer or select *No, I will restart my computer later* radio button to restart the computer later and click **Finish**.

NOTE

You will have to restart the computer for the FirstWare Recover Pro setup to take effect.

3 Phoenix cME Rescue Disk 2004

What is the cME Rescue Disk?

The Phoenix cME Rescue Disk 2004 is a backup method for accessing the cME hidden partition if:

- The cME Disk (the application that boots cME Console) is not working properly
- The Master Boot Record (MBR) is corrupted
- The Windows operating system will not start

The cME Rescue Disk provides the same functionality as the installed cME Disk, but boots from a floppy disk instead of from the hard drive.

Creating a cME Rescue Disk

> **NOTE**
>
> Make sure that the `KCPDISK.EXE and RDISK.IMG` files are in the same folder.

To create a cME Rescue Disk:

1. Insert a blank, formatted diskette into the floppy drive. You can do this on any computer that has the cME Platform files on it.
2. From a DOS command line or the **Start** > **Run** dialog, enter

   ```
   <installation path of cME Disk> \KCPDISK.EXE RDISK.IMG <drive letter:>
   ```

   Where <drive letter:> is the name of the drive in which the blank diskette resides. If the drive is A:, enter

   ```
   C:\Program Files\Phoenix Technologies\cME\Disk\KCPDISK RDISK.IMG A:
   ```

To access cME Console from the bootable cME Disk Rescue Disk:

Insert the floppy disk created above into a bootable floppy drive, and restart the system. The cME Rescue Disk will search the hard drive for cME applications and launch the cME Console.

4 Phoenix cME Guardian 2004

What is the cME Guardian?

Phoenix cME Guardian 2004 is an application that runs in the Microsoft Windows 2000 or XP environment and ensures that your cME hidden partition is functioning correctly. Guardian continuously monitors cME software components, safeguarding cME hidden partition integrity and health.

Using cME Guardian enables you to:

- Check the status of your cME installation
- Configure the operation of cME Guardian and your cME installation
- Repair moderate damage to your cME installation

Launching the cME Guardian

The cME Guardian launches, by default, every time you start your computer.

You can also launch the cME Guardian by performing one of the following actions:

- Select the Start Menu item in the Phoenix cME folder
- Select the cME Guardian icon in the system tray

If your computer supplier had pre-installed cME Guardian on your computer, then, you will be prompted to accept a licensing agreement when you access cME Guardian for the first time.

Disabling the cME Guardian

You can disable cME Guardian entirely for the current Windows session by choosing the **Disable cME Guardian** button on the Welcome screen of the user interface, or through the menu option in the system tray.

NOTE

cME Guardian helps protect recovery applications and data in the cME partition. Disabling the cME partition is not recommended. If you disable the cME Guardian, any damage to your cME installation may not be detected until you run cME Guardian the next time.

Welcome Screen

The cME Guardian Welcome screen displays when the cME Guardian launches. This screen allows you to navigate to other cME Guardian screens, check the status of your cME installation, or configure cME Guardian settings.

The cME Guardian toolbar

The cME Guardian toolbar is a collection of buttons located across the top portion of the Welcome screen. This toolbar is one of the methods you can use to navigate among the cME Guardian screens.

Button	Description
	Displays the next cME Guardian screen.
	Displays the previous cME Guardian screen.
	Returns to the Welcome screen, regardless of which screen is currently displayed.
Repair	Repairs any problems detected by cME Guardian.
Settings	Configures cME Guardian settings
About	Displays cME Guardian version and support information.

There are three Windows-based screen display buttons in the top right corner. At the bottom of the Welcome screen, there is a **Disable cME Guardian** button.

Button	Description
	Minimizes the screen to the taskbar at the bottom edge of your desktop.
	Restores the screen to its original size.
	Closes the screen.

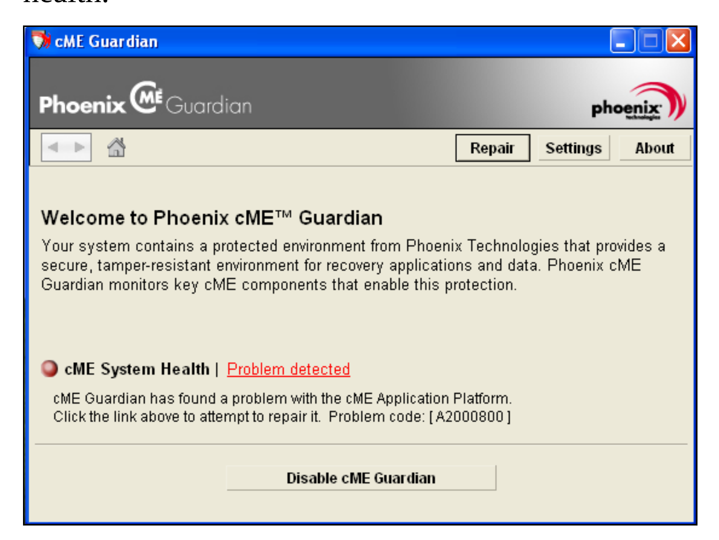
Button	Description
Disable cME Guardian	Stops monitoring and protecting your cME system health.

If you disable cME Guardian, your cME system health will not be monitored or protected. To enable these functions again, you must restart cME Guardian or reboot your computer.

A dialog box asks you to confirm or reject your decision to disable cME Guardian.

cME System Health status

The Welcome screen contains an area that displays the status of the cME system health.



- If there are no problems with your cME system, the cME Guardian displays Status OK in this area.
- If cME Guardian detected a problem, you will see a Problem message. You can click the Problem text to make cME Guardian attempt to repair the problem. There is also a problem code displayed—write down this number. If you need technical support to aid in the repair of the problem, they will need this problem code.

Repair Screens

If you clicked the "Repair" button on the cME Guardian Welcome screen, cME Guardian displays one of the two **Repair** screens, depending on whether it can or cannot repair the problem.

Depending on the severity of the problem, cME Guardian will either repair the problem or provide instructions for you to follow (such as contacting technical support, or reinstalling the cME environment). The progress of the repair, and any errors encountered during the repair, display on the screen.

If the problem is repaired, cME Guardian displays a screen, which indicates that cME Guardian completed the repairs.

Click OK to return to the cME Guardian Welcome screen.

NOTE

You must restart the computer for the repair to take effect.

If the system cannot repair the problem, it will prompt you to restart the system. When you click OK, the system will restart the system and disable cME Guardian.

NOTE

In some cases, cME Guardian will not be able to repair the problem without reinstalling the cME components. You may have to reinstall cME Guardian to restore the cME components.

Settings Screen

The **Settings** screen allows you to enable and disable settings that allow you to display the welcome screen at boot, the cME Guardian icon in the system tray and the cME Guardian screen when a problem occurs. It also allows you to launch the cME Console automatically.

In the Settings screen, do the following:

- To enable a setting, select the checkbox next to the setting.
- To disable a setting, deselect the checkbox next to the setting.
- To save your setting preferences when you make a change, click **Save**.

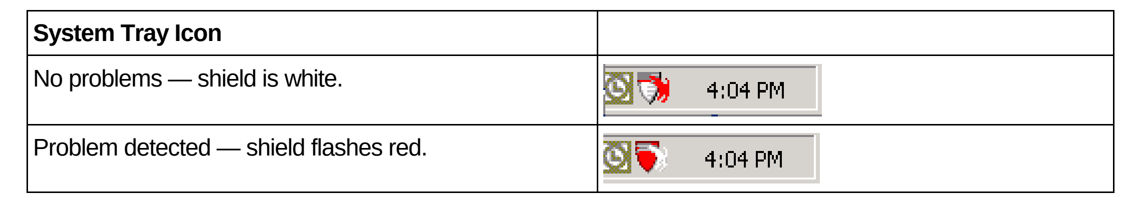
- To discard any changes you have made, click **Cancel**.

Show the cME Guardian Welcome screen at boot

Enable this setting if you want cME Guardian to display a Welcome screen when it starts up. The Welcome screen lets you know that cME Guardian started successfully and is monitoring your cME installation.

Show the cME Guardian icon in the system tray

Enable this setting if you want cME Guardian to display as an icon in the system tray (located in the lower right corner of your desktop). The icon is visible whenever cME Guardian is enabled.



System Tray Icon	
No problems — shield is white.	4:04 PM
Problem detected — shield flashes red.	4:04 PM

Right-click the icon to display the cME Guardian contextual menu options.

System Tray Contextual Menu		
Menu option	**Description**	**Alternate Access Methods**
Open cME Guardian	Displays the Welcome screen.	Double-click the system tray icon with the left mouse button.
cME Guardian Settings	Displays the Settings screen.	Click **Settings** on the cME Guardian toolbar.
About cME Guardian	Displays version information about cME Guardian.	Click **About** on the cME Guardian toolbar.
Disable cME Guardian	Stops monitoring and protecting your cME system health.	Click **Disable cME Guardian** on the Welcome screen.

Display the cME Guardian screen when a problem occurs

Enable this setting if you want the cME Guardian to display a Problem message screen whenever it detects a problem.

Enable cME auto launch feature

The cME Auto Launch feature allows you to launch cME Console if Windows fails to start properly a certain number of times. Click **Enable cME auto launch feature** and enter a number in the field below – if Windows fails to start this many times, cME Console will launch so that you can run recovery software.

Flashing alert

cME Guardian flashes the system tray icon if a problem is detected. This flashing icon responds to right mouse clicks by showing the contextual menu.

Even if you have disabled all other methods of displaying alerts, you will still be notified of problems through the system-tray icon that flashes.

5 Phoenix FirstWare Vault 2004

NOTE

This feature is optional and may not be available.

What is FirstWare Vault?

Phoenix FirstWare Vault 2004 is a Windows application you can use to access installation CD/DVD-ROM contents for important applications. These virtual CD/DVDs are stored in the cME hidden partition, a protected area of your hard drive. After running the FirstWare Vault application and loading a CD/DVD-ROM title into a virtual CD/DVD-ROM drive, you can use the virtual CD/DVD just as you would use a CD/DVD on your system's physical CD/DVD-ROM drive.

The FirstWare Vault stores CD/DVD-ROM contents in the cME hidden partition and they typically are software applications that you may need to re-install. Rather than give you CD/DVDs that you might misplace, your computer manufacturer (or system builder) has included the CD/DVDs in a protected location where you can easily access them—in FirstWare Vault.

The CD/DVDs in FirstWare Vault were placed there when the cME hidden partition (protected area) was set up. You *cannot* add virtual CD/DVDs to this area.

From a list of CD/DVDs stored in the cME hidden partition, you can choose a CD/DVD to "insert" into the virtual CD/DVD tray. Windows displays the FirstWare Vault CD/DVD as if it were a CD/DVD drive. If the last physical drive in your system is D, then the FirstWare Vault CD/DVD drive is E. This drive contains and displays all the properties of the virtual CD/DVD. FirstWare Vault CD/DVDs are read-only images and cannot be modified.

Launching FirstWare Vault

You access the virtual CD/DVDs stored in the cME hidden partition by launching the FirstWare Vault application from Windows.

To launch FirstWare Vault:

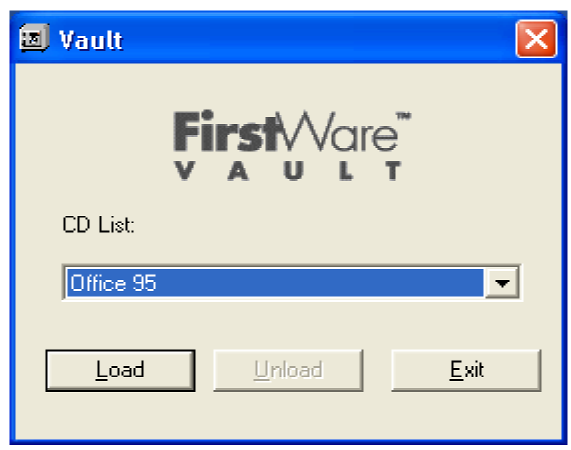
- From the Windows **Start** menu, select **Programs > Phoenix cME> Phoenix FirstWare Vault**.

Accessing Vault CD/DVDs

Using FirstWare Vault is similar to inserting a CD/DVD into the tray and beginning the software installation process.

To access your virtual CD/DVDs, perform the following steps:

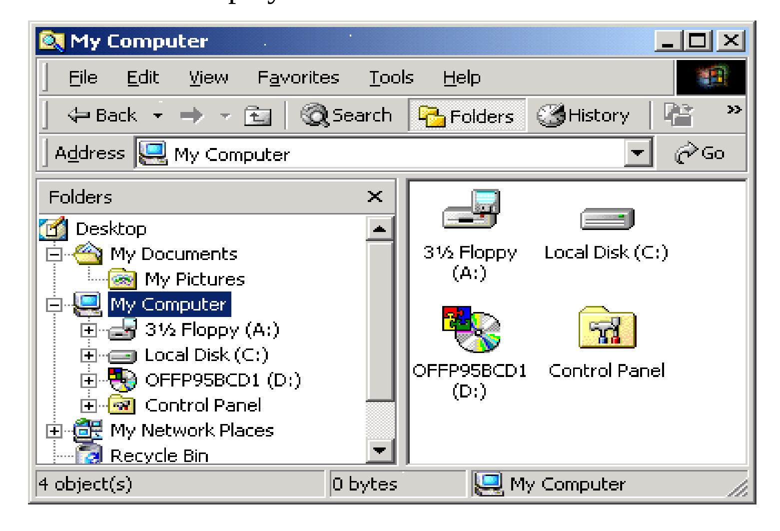
1. From the Windows **Start** menu, select **Programs** > **Phoenix cME**> **Phoenix FirstWare Vault**. The FirstWare Vault screen displays.



2. Select a CD/DVD from the CD List drop-down menu and click the **Load** button. The CD/DVD you chose is now available as a virtual CD/DVD.
3. If the CD/DVD does not begin automatically, run it as you would run any CD/DVD—from the **My Computer** icon on your desktop or from **Windows Explorer**.

   Example:

   The D drive displays a virtual CD/DVD title loaded from FirstWare Vault.



4. To unload the loaded CD/DVD, select the CD/DVD from the CD List drop-down menu, click the **Unload** button. The loaded virtual CD/DVD and content disappear from the **My Computer** window and **Windows Explorer**.
5. To select and access another CD/DVD from the list, unload the loaded virtual CD/DVD, then select the new CD/DVD from the list.
6. To exit the FirstWare Vault application, you must unload any loaded virtual CD/DVD, and then click the **Exit** button on the FirstWare Vault screen.

6 Phoenix cME Console 2004

What is the cME Console?

Phoenix cME Console 2004 is a graphical user interface that allows you to access applications or data that reside in the cME hidden partition, a protected area of your system hard drive. It also allows you to perform system checks to identify potential hardware problems, provides enhanced file system and device management services, and contains a menu for accessing Phoenix and ISV applications.

Accessing the cME Console

Original Equipment Manufacturers (OEMs) and System Builders run the cME Console to confirm system configuration, system information, presence of third party applications and to test the ability to launch third-party applications.

End users access the cME Console from the Windows desktop shortcut, Launcher, or by pressing an OEM- designated key, usually a function key such as F4, during system startup.

Accessing Applications using the cME Toolbar

The cME Console main screen allows you to access your custom applications and perform a number of system functions.

Launching Custom Applications

The list of applications displayed in cME Console depends on the applications installed on your system by the manufacturer.

To launch a custom application:

Click the **Launch Custom Applications** link located at the bottom of the Welcome screen.

A list of custom applications displays. This list includes only the applications that do not require a password, or for which you have already entered a password. To access any password-protected applications, you must select **Settings,** then **Change Password,** and enter a password.

If you entered a password when booting, your password-protected applications may already be accessible.

Moving the mouse over an application name displays a description of the application in the far right panel of the screen.

Click the name of the custom application you want to launch. The application launches.

Checking for Updates

At startup cME Console will check for updates in the RADA (Run-time Accessible Data Area), and if found will display a notification on the cME Console Welcome screen. A link to “install updates” is provided. If cME Console

automatically found updates in the RADA, clicking the link in the left hand menu will take you to the update screen. In addition, you can check for updates at any time by clicking **Check for Updates** at the top of the screen.

To check for updates on removable media, and install system updates:

1. If you received a cME software update on removable media, i.e., a floppy disk or CD/DVD-ROM, or if you copied a downloaded cME software update to removable media, insert the media in the appropriate drive on your system.
2. Click **OK** to check for updates. Click **Cancel** to terminate the update process. cME Console will check for updates to installed cME software components.
3. If a dialog box displays with the message that "*There are no cME software updates to install,"* click **OK**.
4. If a message stating, "*cME software updates were found"* displays, click **Install Updates** to update your software. Click **Cancel** to end the update process.

   An update installation progress screen displays. There are two progress bars. One displays the current progress as the update installs; the other displays the overall progress of the updates. The update process can take several minutes to complete. Upon completion, cME Console will prompt the user to either restart cME Console or exit to the host operating system.

Protect/Recover Screens

The cME Console has the ability to recover and repair your cME installation as identified through the cME Guardian.

cME Console also has the ability to launch FirstWare Recover (if you have purchased the application) to allow you to recover your hard drive based on factory settings or backups you may have saved.

To access your protection and recovery applications:

Click **Protect/Recover** on the features menu. The Recover screen displays.

1. Click the name of the recovery application you want to launch.
2. The recovery application launches.

Troubleshooting Screens

The cME Console uses troubleshooting utilities to query and display your system information.

To access the troubleshooting utilities:

Click **Troubleshooting** on the features menu. The Troubleshooting screen displays. There are four options:

- System Check
- System Information
- Uninstall cME Applications

System Check

The System Check utility checks your computer for any hardware related problems, including video cards, memory, and hard drives.

To check the status of your hardware, click **System Check** from the Troubleshooting screen. cME Console contacts your system for information and provides you with the system status.

System Information

The System Information utility reveals information about your computer system, including its identifying numbers, processor manufacturer, COM ports, amount of system memory installed, cache, ATA devices installed, and diskette drives installed. You can use this information to help technical support personnel identify potential conflicts or requirement issues.

Depending on the level of SMBIOS support in your BIOS, some system information such as Manufacturer and System Name may not be displayed

To view your system information:

Click **System Information** from the Troubleshooting screen. cME Console gathers the data and then displays the system information.

Uninstall cME Application

CAUTION!

You cannot reinstall any applications that you uninstall. This action is irreversible. Use with extreme caution!

Some applications cannot be uninstalled from the cME Console. You may have to uninstall these applications using other removal tools on your system.

Settings Screens

cME Console provides configurable settings to allow you to:

- Enter or change your cME Console password
- Choose the screen resolution for displaying your applications.
- Select alternate devices to use in booting your computer (if your computer firmware supports this).

To access these configurable settings:

Click **Settings** from the features menu. The Settings screen displays.
There are five options:

- Change Password
- Change Screen Resolution
- System Settings
- Change Boot Device
- Settings Help

Change Password

NOTE

The Change Password setting is only available if one or more of your installed FirstWare applications require a password for access. If none of your applications requires a password, then this setting will be inactive

If a password is required for access to any of your applications, cME Console allow you to enter the appropriate password to provide access to these applications. Use the Change Password options to change your cME applications password.

To enter your cME applications password:

Click **Change Password** from the Settings screen. The Password screen displays.

1. In the **Password** field, enter your current password.
2. Click **OK** to process the new password. Otherwise, click **Cancel** to leave the password unset.

To change your cME applications password:

Click **Change Password** from the Settings screen. The Password screen displays.

1. In the **Password** field, enter your current password.

2. Click the **Change current password** check box.
3. In the **New** field, enter your New password.
4. In the **Confirm** field, enter your new password again.
5. Click **OK** to process the new password. Otherwise, click **Cancel** to leave the password as is.

Change Screen Resolution

Use the **Change Screen Resolution** setting to change the screen resolution of cME Console and your cME applications.

To change your cME screen resolution:

Click **Change Screen Resolution** from the Settings screen. The Screen Resolution screen displays.

1. Select the resolution by clicking in the circle next to your choice.
2. Click **Apply** to put the changes into effect. Otherwise, click **Default** to leave the default settings. Your selected screen resolution will be effective the next time you enter the cME Console.

System Settings

Use the **Systems Settings** option to choose the way you would like cME Console to return to your normal operating system.

To change your cME Console system settings:

Click **Systems Settings** from the Settings screen. The System Settings screen displays.

- Select the speed that cME Console will return to the operating system and the speed that cME Console will launch other applications by clicking in the circles next to your choices.
- Click **Apply** to put the changes into effect. Otherwise, click **Default** to leave the default settings.

Change Boot Device

NOTE

The Change Boot Device setting is only available if this feature is supported in your computer's system software. If not supported, this feature will not appear on the Console Settings page.

Use the **Change Boot Device** option to change your boot device.

To change your boot device:

Click **Change Boot Device** from the Settings screen. The Boot Device screen displays.

- Select the device that you want to boot from by clicking in the circle next to your choice.
- Click **Apply** to put the changes into effect. When you restart your computer, it will boot from the device you selected.

Settings Help

Use the **Settings Help** option to review how to use the settings.

To review settings help, click **Settings Help** from the Settings screen. The Settings Help screen displays.

Support Screens

To access support information, click **Support** on the features menu.

7 Tech Support

If you have questions about your Phoenix cME Platform, contact your computer manufacturer's technical support team.

If you encounter any errors from any of the cME applications, please write down the error code and any accompanying messages so that you can provide this information to the technical support team.